

12-7-01 ET 420197696 US A

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Docket No. AUS920010946US1
Assistant Commissioner for Patents
Washington, D.C. 20231

Date: 11/3/01

Sir:

Transmitted herewith for filing is the patent application of Inventor(s):

MICHAEL WAYNE BROWN, DAVID R. CHENG, WING-YING STEPHANIE LEUNG, FOLU OKUNSEINDE, MICHAEL A. PAOLINI, SEEMA SHETH-VOSS AND SCOTT LEE WINTERS

For: VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

ASSIGNEE NAME: INTERNATIONAL BUSINESS MACHINES CORPORATION

ASSIGNEE RESIDENCE: ARMONK, NEW YORK

Enclosed are also:

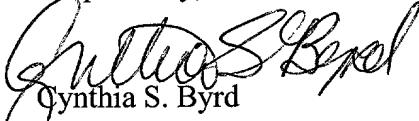
20 Pages of Specification including an Abstract
 8 Pages of Claims
 5 Sheet(s) of Drawings (INFORMAL)
 4 Declarations and Power of Attorney
 1 Assignment of the invention to IBM Corporation
 Recordation Form Cover sheet, Form PTO-1595
 Information Disclosure Statement, PTO 1449 and References 12

CLAIMS AS FILED

FOR	Number Filed	Number Extra	Rate	Basic Fee (\$740)
Total Claims	21	-20 =	1 X \$18 =	\$18.00
Independent Claims	4	3 =	1 X \$ 84 =	\$84.00
Multiple Dependent Claims	0		X \$280 =	\$
Total Filing Fee				\$842.00

Please charge \$ 842.00 to IBM Corporation, Deposit Account No. 09-0447.
 The Commissioner is hereby authorized to charge payment of the following fees associated with the communication or credit any over payment to IBM Corporation, Deposit Account No. 09-0447. A duplicate copy of this sheet is enclosed.
 Any additional filing fees required under 37CFR § 1.16.
 Any patent application processing fees under 37CFR § 1.17.

Respectfully,



Cynthia S. Byrd

Reg. No. 39,365

Intellectual Property Law Dept.

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